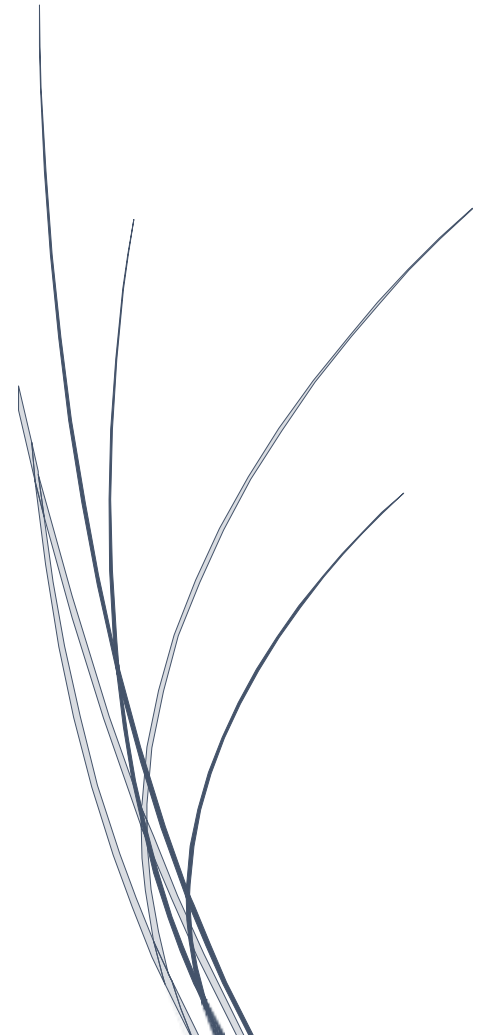


# Children's Division Maintaining Medical Records Report

2<sup>nd</sup> Semiannual 2021

Report for July 1, 2021 – December 31, 2021



## **Introduction**

The Department of Social Services (the Department) oversees several programs to support the general welfare of children in the State of Missouri. The Department has established the Children's Division to administer and manage the programs for children who are in the legal custody of the state. The Children's Division promotes the well-being of Missouri children by partnering with parents, family/community members and government agencies. The Children's Division has developed specific programs to provide specialized services. These programs help strengthen families through intervention, prevention, early child care, adoption, and foster care.

Each Children's Division program is unique; however, the emphasis of this report is on the children in the "Missouri Foster Care Program." This refers to children placed away from their parents or placed in Children's Division custody for 24-hour care. A foster care program includes placements in: foster family homes, foster homes of relatives, group homes, emergency shelters, residential facilities, child care institutions, and pre-adoptive homes. When children are suddenly separated from their parents or other caregivers for entrance into the foster care system, it can be a difficult and traumatic time for families. When the child is in Children's Division custody, it is in the best interests of the child for parents, resource providers, and case managers to know that child's medical history and current information and share that medical history with those individuals who are providing care. An efficient medical records system can provide the medical information needed to support proper care.

The term medical record is used to describe the systematic documentation of a child's medical history and plan of care. The medical record includes a variety of "notes" entered by health care providers. These notes include, but are not limited to: orders for the administration of drugs and therapies, laboratory test results, treatment/service plans, and observations of the child's symptoms and/or responses to treatment. The information contained in the medical record allows health care providers to assess the child's current treatments and review previous medical history. This can increase the providers' ability to prescribe safe and effective remedies. The medical record serves as the central source for planning the child's care and documenting the provision of medical services.

A medical records system may be paper or electronic. A paper medical records system consists of physical documents that are placed in a file or folder. An electronic medical records system consists of medical information entered into a computer or other digital device.

This report documents the commitment of the Children's Division to the development and operation of a statewide system to maintain medical records and/or medical information for each child in its custody. The medical records system must operate and maintain all medical records consistent with federal and state law and Children's Division policy.

To ensure the confidentiality, maintenance of, and access to a child's medical records are consistent with applicable provisions of federal and state law, Children's Division is compliant with the Department's information security system. The information security process was implemented to be in compliance with the federal Health Insurance Portability and Accountability Act and the State of Missouri's Sunshine Law requirements.

The Children's Division has placed great importance on the oversight and coordination of medical/behavioral health services provided to children in its custody. Developing, operating, and maintaining a medical records system is a vital and essential service for each child. The medical records system can provide prescribers, the child, parent(s), placement providers, and case managers with enough current and historical information to promote the effective and efficient delivery of various medical/behavioral health treatments. This report contains Children's Division's current efforts to maintain medical records and their plans to implement a medical records system.

## **Current Efforts for Maintaining Medical Records**

The Health Information Specialist Unit team members continue to work with the Cerner Corporation to implement Cerner's medical information pilot project. The implementation of the project thus far has focused on building the HealtheIntent platform. The platform has been built and will provide the basic information for the Health Care Foster Children's Registry and HealtheRecord. The Health Care Foster Children's Registry is a management system with disease and wellness standards of care that combines data from various sources. The purpose of the system is to establish consistent standards to measure medically related services and review the outcomes. The HealtheRecord provides a view of clinical information of the child's medical history for the past two years. The testing phase is complete and the platform has been activated. Cerner and Health Information Specialist Unit managers are collaborating to provide system training for staff members in participating counties, which include Jackson, Cass, Vernon, Clay, and Platte. Children's Division and MO HealthNet staff are providing meetings in each participating circuit to introduce the project and the HealtheIntent platform to selected Children's Division staff. Any access to medical information is and will be consistent with federal and state laws regarding confidentiality and patient privacy.

OnBase and the case manager's physical case file continue to be the primary sources for storing, maintaining, and retrieving medical documents. The OnBase system is an information platform designed to manage content, processes and cases on a centralized and secure platform. The documents in OnBase are scanned or uploaded through electronic mail and placed in the children's OnBase files using their individually assigned client, call/case, or resource provider number. The Children's Division's Security Officer oversees the administration of OnBase by assigning specific security authorizations based on the individual's job duties and business needs to access the system. The Children's Division has completed a recent upgrade to the OnBase system to allow the names of specific forms pertaining to access to medical records to be part of a system-wide search. In addition to these forms, referrals sent to the State Clinical Consultant have been included in the search tool. Documents that relate in any way to the potential or actual treatment of any foster child with psychotropic medications are retained and securely stored in the case manager's physical case file in accordance with the Council on Accreditation (COA) standards of practice.

The hXe (health eXchange evolved), CIOX, Biscom fax, and ShowMeVax have been highly utilized and are essential systems and services. The hXe online platform allows the user to submit a medical document request directly to any healthcare provider. The platform provides case management services by organizing the request, automating weekly reminders/follow-ups to providers, eliminating misplaced requests, and providing a detailed request history. The CIOX Health medical documents system offers a full range of services to complete document requests from health care agencies that are enrolled with CIOX Health. The Biscom fax service sends and receives requests for medical documents from various entities. The ShowMeVax system is a centralized resource for tracking an individual's immunization history and status. ShowMeVax is available 24/7 for health care professionals, schools, and child care organizations. In conjunction with these services, Health Information Specialists review Medicaid claims data, the child's health insurance plan, and engage with the parents/guardians, and/or placement providers to determine where the child has been seen for services to and obtain any medical information.

The collaboration between the Health Information Specialists and case managers is a central part in the delivery of services to children and families. The common focus to create a full medical record that includes, but is not limited to, medical, surgical, psychosocial, dental and medication histories, as well as past hospitalization or residential treatments is a unifying goal for all individuals involved. The improved availability of medical information is a fundamental service for children in foster care.

## **Plans to Develop a Medical Records System**

The Department's primary interest is to develop a medical record (electronic and/or paper-based) for each child in foster care that can provide systematic documentation of a child's current and historical medical services. The purpose of the Cerner project is to establish a system that can provide a single source of medical information that has been collected from various health/medical databases. An analysis of the effectiveness and efficiency of the project will be reviewed over a two-year period.

The Department is committed to the utilization and evaluation of the Cerner pilot project and has invested staff and resources to support this project. Although the project provides access to medical information, the Department continues to discuss ways to attain a system that can provide a full and comprehensive medical record. The Department and Children's Division are dedicated to the creation and maintenance of a secure and reliable medical records system.